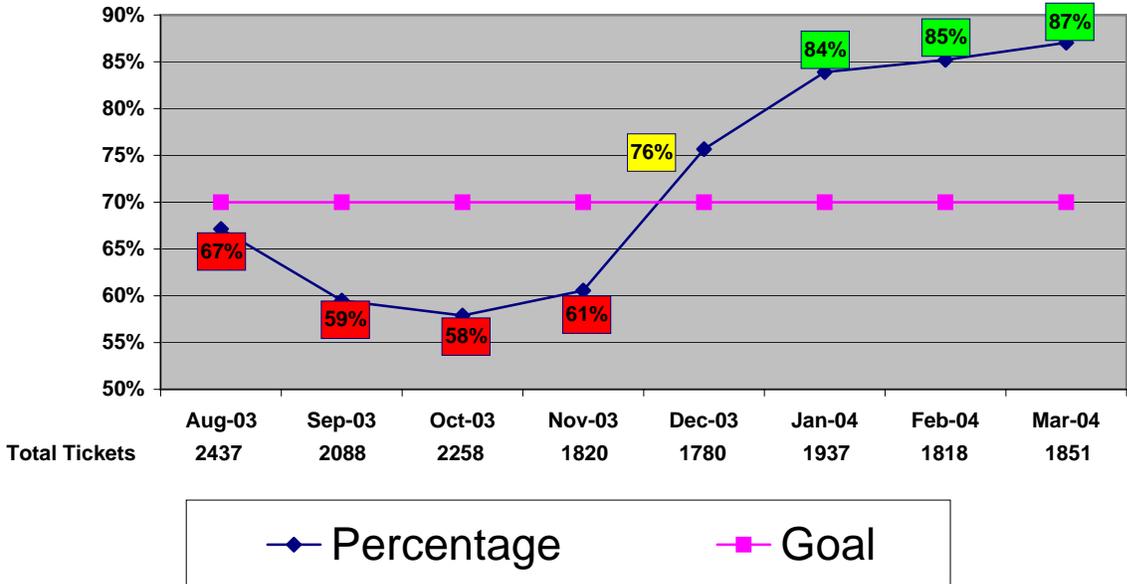
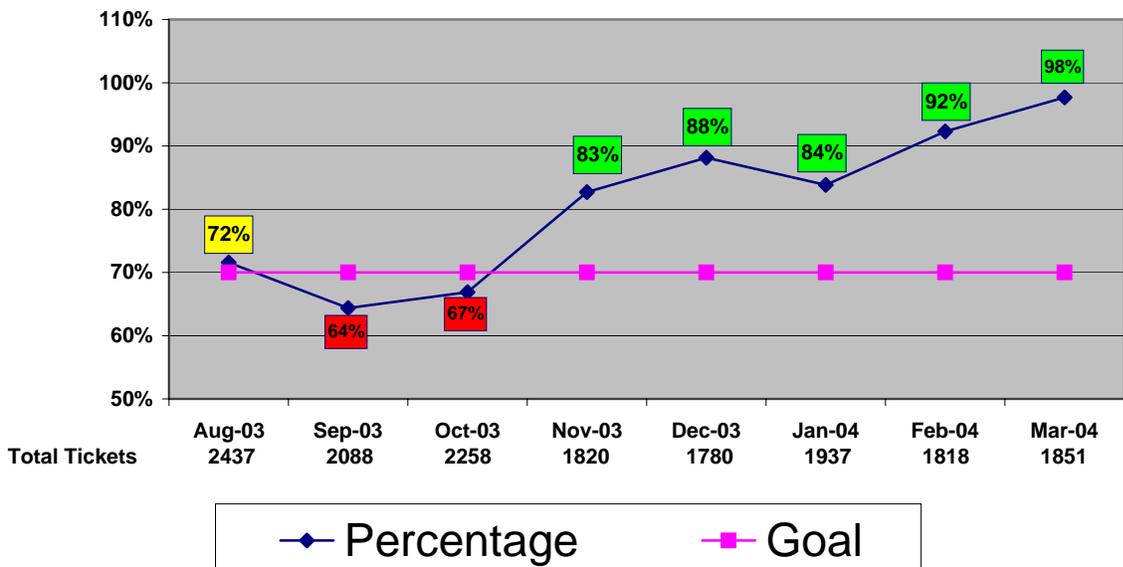


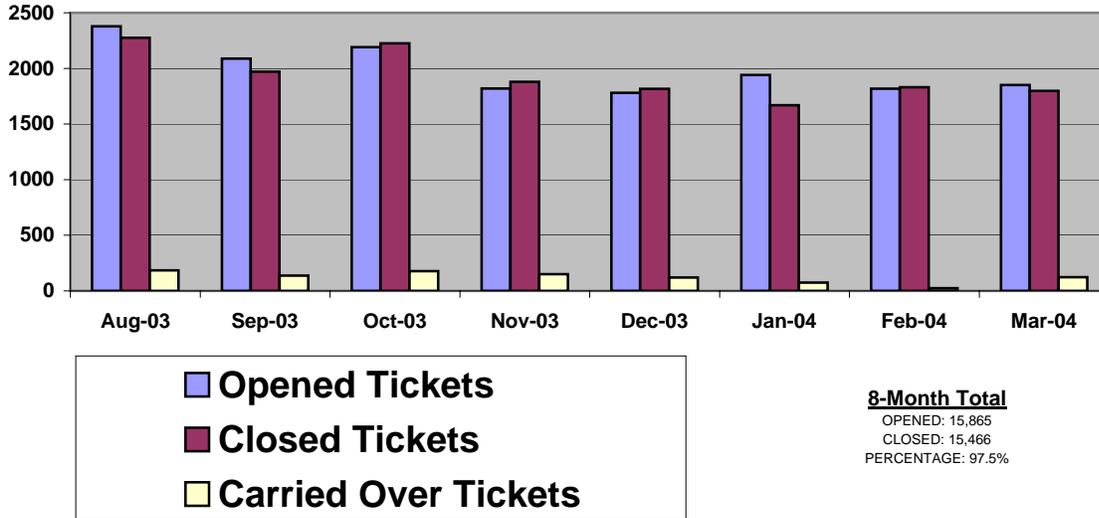
**Repair or Make Recommendation Within 24 Hours
(Percentage of All OIT Tickets!)**



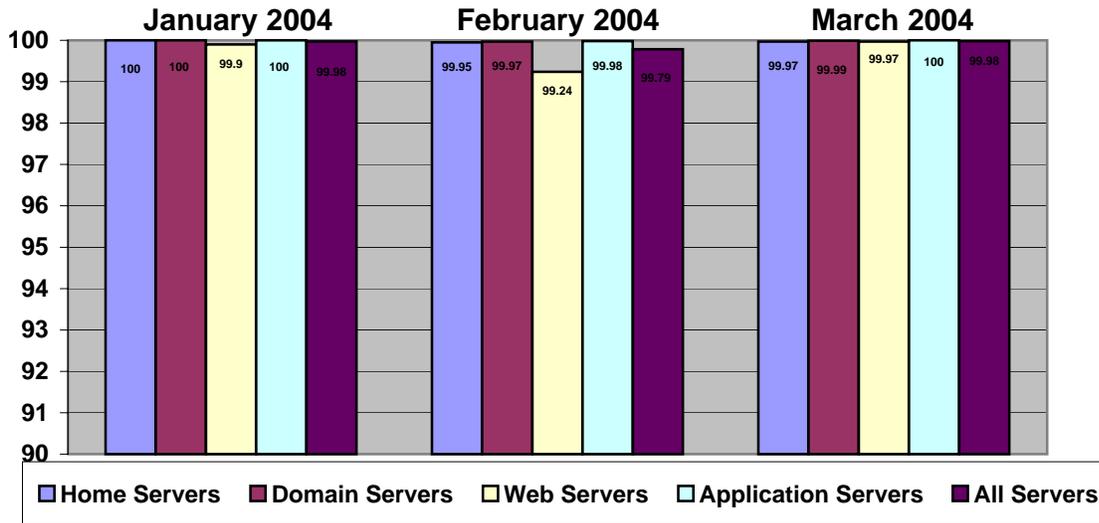
**Service Agreement - Customer Contacted Within 2 Hours
(Percentage of all OIT Tickets)**



Remedy Statistics (Monthly Service Tickets)

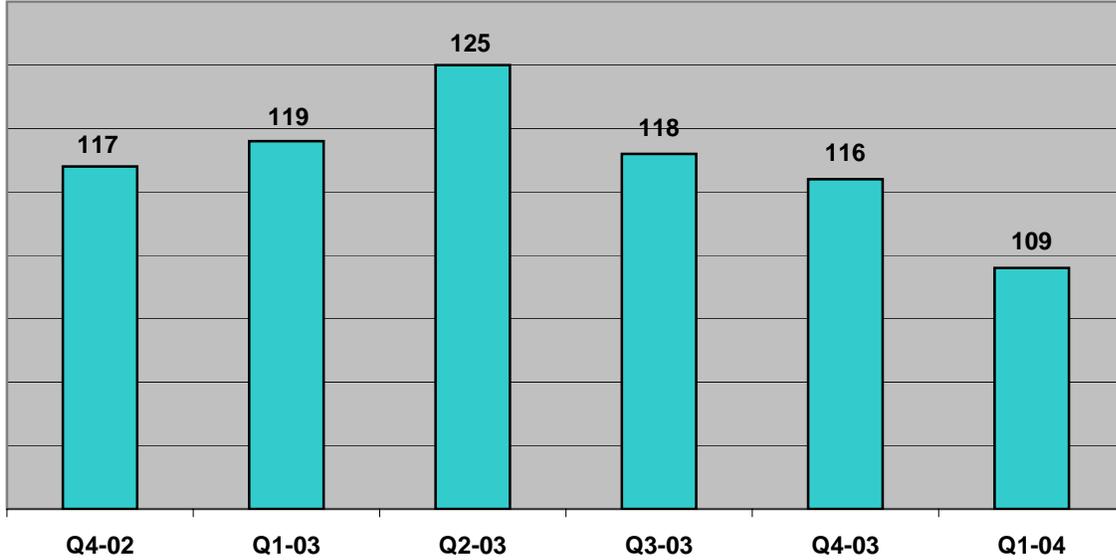


Server Availability (Percentage)

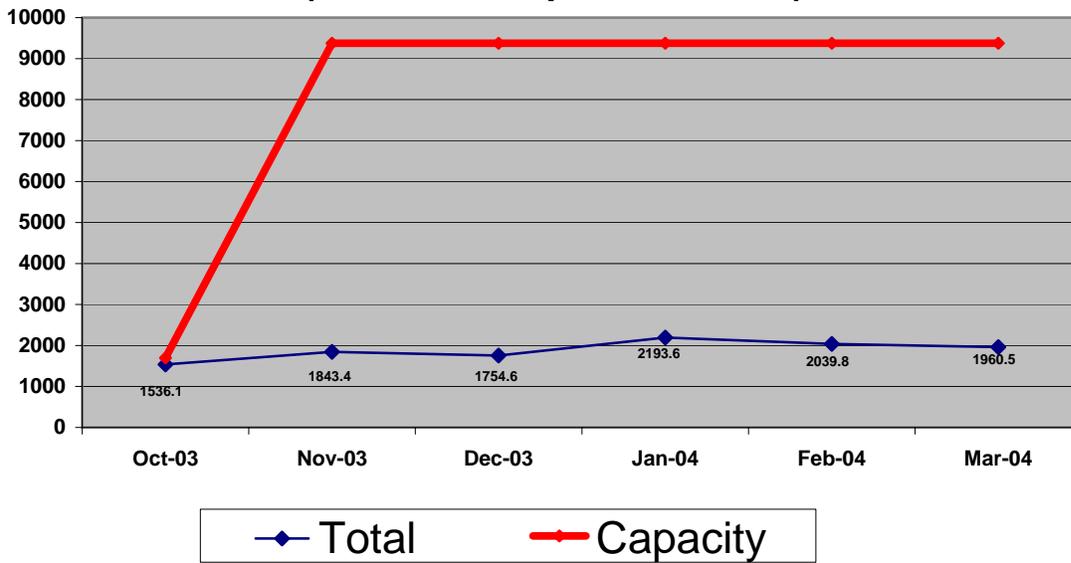


Metrics are based on the availability of these servers
from Monday through Friday (7:00AM to 6:00PM each day)!

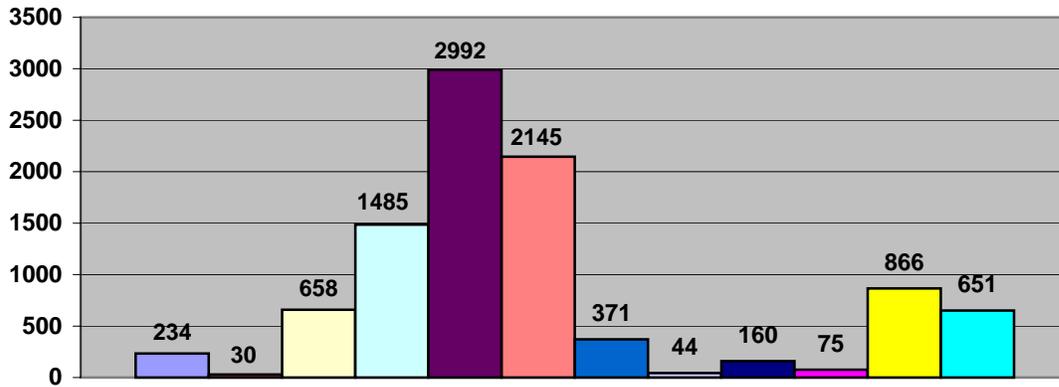
Server Count Metric
(Total Number of Servers in the OD Domain)



Datastore Growth/Capacity Metric
(Home Disk Space - In Gb's)



Incident Response Team Requests for Response (Total Requests)



■ April-03
 ■ May-03
 ■ Jun-03
 ■ Jul-03
 ■ Aug-03
 ■ Sep-03
■ Oct-03
 ■ Nov-03
 ■ Dec-03
 ■ Jan-04
 ■ Feb-04
 ■ Mar-04

Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.